



George H. Ryan, Governor
Jackie Garner, Director

Illinois Department of Public Aid

201 South Grand Avenue East
Springfield, Illinois 62763-0001

Telephone: (217) 782-5565
TTY: (800) 526-5812

03/28/02

INFORMATIONAL NOTICE

TO: Participating Transportation Providers

RE: Prior Approval Notification

In June of 2001, the Department implemented its Non-Emergency Transportation Services Prior Approval Program (NETSPAP) for participants residing in Cook County. The purpose of this notice is to inform transportation providers serving Cook County of a name change for the NETSPAP authorized agent and a new prior approval notice. The information contained in this notice only applies to providers serving Cook County. Providers serving participants residing outside of Cook County must continue to request prior approval from the appropriate Department of Human Services local office.

The Department's NETSPAP authorized agent, DynCorp Management Resources, has changed its name to DynTek Services, Inc. (DynTek). There is no change in the address and telephone number for DynTek.

Effective with prior approvals issued on April 1, 2002 and after, the Department will send a written prior approval notice to providers for all prior approvals. A facsimile of the prior approval notice may be found on the reverse side of this informational notice. DynTek will continue to authorize the transportation service by telephone or fax. Providers should render the service when DynTek gives the oral or faxed approval. The provider should wait until the prior approval notice has been received from the Department before submitting a claim. If the provider disagrees with the information on the prior approval notice, the provider must contact DynTek for a corrected notice before submitting the claim. The information on the claim submitted to the Department for reimbursement must match the information on the prior approval notice, or the claim will reject. Providers should receive the Department's prior approval notice within approximately 7 to 10 days following DynTek's approval. The provider may want to retain the notice in their records to document approval of the trip.

Questions regarding the prior approval process or the Department's written prior approval notice should be directed to DynTek at 1-877-725-0569. Questions regarding the billing of transportation services should be directed to the Bureau of Comprehensive Health Services at 217-782-5565.

Matt Powers, Administrator
Division of Medical Programs

E-mail: dpawebmaster@mail.idpa.state.il.us

Internet: <http://www.state.il.us/dpa/>



ILLINOIS DEPARTMENT OF PUBLIC AID

NOTICE OF APPROVAL FOR TRANSPORTATION SERVICES

Date of Notice:

(Provider Number)
(Name of Provider)
(Provider Address)
(Provider Address)

Case ID Number: XX-XXX-XXXXXX
Recipient ID: XXXXXXXXX
Recipient Name:
Reference Number:

Dear Transportation Provider:

DynTek Services, Inc., the Department's contractor for administering the Non-Emergency Transportation Services Prior Approval Program has approved your company to provide transportation for the above named recipient. The following transportation has been approved.

Proc Code	COS	Origin	Destination	QTY	Begin Date	End Date	Amount*
-----------	-----	--------	-------------	-----	------------	----------	---------

**Department use only*

If any approval information indicated above is not correct, you must contact DynTek to correct it.

- ☛ The service billed must be identical to the service approved or the claim for the service will reject.
- ☛ Approval does not guarantee payment. The recipient must be eligible on each date of service and the claim must be completed and submitted correctly before payment will be made.
- ☛ A claim may only be submitted after services have been provided.

Questions about this notice of approval must be directed to DynTek Services, Inc., at 1-877-725-0569. Be sure to give the Customer Service Representative DynTek's Reference Number as shown above. Billing questions should be directed to the Department at (217) 782-5565. All other questions may be directed to the Department's Provider Hotline at 1-800-842-1461.